



Presentation to  
House Committee on Technology and  
House Committee on Government Efficiency & Reform:  
HHS System Online Services

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# Overview of Online Services

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- The HHS System supports a number of online resources for HHS staff, clients, providers, stakeholders, and the general public.
- These online resources allow an effective, efficient, and consistently available opportunity to provide information at any time the information is needed.
- The online resources are often defined by the user and need, such as information on services or providers.

## HHS Agency Websites

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- Each agency's website may include:
  - Contact information with a local office locator, searchable by city, county or zip code.
  - Descriptions of programs and services offered through each agency, information on eligibility requirements, and directions on how to apply.
  - Information on how to report waste, fraud and/or abuse.
- The websites regularly receive a high volume of traffic.
  - For example, the DSHS website receives an average 1,816,145 hits per month.

## Information on HHS Services

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- Information on health and human services is available on HHS agency sites. Examples include:
  - HHSC's **YourTexasBenefits.com** enables Texans to apply online for HHSC-administered programs, allowing them to use a screening tool to determine if they might qualify for the programs, create an account and access basic information regarding the programs. Existing clients may renew and manage their benefits.
  - **211Texas.org**, maintained by HHSC, provides a searchable statewide directory of community-based services that augments the 2-1-1 phone service.

## Resources to Assist the Public in Finding Providers

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- HHS agencies have a number of resources available for individuals looking for local providers. Examples include:
  - DARS maintains an **Early Childhood Intervention (ECI) provider locator**. The site provides the locations of the ECI programs serving an area, searchable by city, county, or zip code.
  - Individuals may locate their Local Mental Health Authority, using DSHS's **Mental Health Services and Facilities search**.

# Licensing & Regulatory Services

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- Agency websites include information on regulated services or licensed providers. Examples include:
  - **Search Texas Child Care** is an online database maintained by DFPS that allows the public to search for regulated childcare and learn about each provider's record of meeting state minimum standards. The site is primarily used by parents to find daycare but is also a resource for information on foster care providers.
  - DADS maintains an **Employee Misconduct Registry (EMR)** of unlicensed personnel who should be denied employment in DADS-regulated facilities and agencies due to acts of abuse, neglect, exploitation, misappropriation, or misconduct against residents and consumers.
  - DSHS' **Regulatory Automation Systems (RAS)** allow an accessible option for certain DSHS services, such as license renewal, initial application, license verification, address changes, and fee payment.

## Resources for Reporting

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- A number of HHS agency websites maintain secure modules that allow HHS employees, contractors and the public to report certain incidents. Examples include:
  - Any state employee or private citizen may submit **reports of waste, abuse and fraud** of all health and human services programs to the HHSC Office of Inspector General online or by phone.
  - The **Texas Abuse Hotline** is a secure site for professionals and the general public to report suspicions of abuse, neglect, and exploitation of children, adults with disabilities, or people who are elderly. The site augments DFPS' phone line.
  - The **Provider Self-Reporting of Incidents** site allows DADS providers to self-report incidents online rather than call the phone line.

# Expansion to Mobile Applications

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- The HHS System has begun to explore the use of mobile applications to further serve HHS clients, stakeholders and the general public.
  - In March 2014, HHSC released a **Texas Veterans App**. This app gives U.S. military veterans free, direct access to the national Veterans' Crisis Line and Hotline for Women Veterans, as well as the Texas Military Veteran Peer Network and Texas Veterans Portal. The “Connect with Texas Veterans” option provides a number for users to call and request help with connecting to other veterans within their geographical area of Texas.
- The system will continue to evaluate the opportunity for mobile applications to enhance health and human services.